

Position Description

Title: Credit Controller & Administration Support

Reports to: Revenue Manager

Organisation: Catholic Diocese of Auckland

Position Purpose: To provide Credit Control and Administration support to the Revenue Manager, Schools.

Key Accountabilities:

Mission, Vision and Values

- Integrate the Catholic Diocese of Auckland mission and values into work practices and relationships
- Model behaviour in line with the Diocese Mission

Expected Results

- Evidence of language, behaviour and attitudes towards internal and external customers being consistent with Catholic Diocese Auckland mission and values
- Articulate and role model the values, ensuring staff are aware and practicing them as they are integral to their culture
- Decision making process includes values

Administration support to ACFL Revenue Manager, Schools

- Ledger management for schools - following up unpaid attendance dues and communicating with schools and parents
- Responding to phone and email queries from parents

Key deliverables:

- Responsive, high quality administration and accounting support provided
- Ledger management and database records kept up to date
- All work completed in a timely and accurate way
- Regular follow up on school ledgers
- Continued contact with parents to achieve payment of attendance dues
- Excellent interpersonal skills used to build and foster positive relationships
- Team player who works effectively within own team and across different departments
- Ability to develop trusting and effective working relationships with school administrators, team members and external agencies

Competencies/skills required for job:

- Credit control experience
- Willingness to try multiple ways to contact parents
- professional telephone manner with confidence to talk to parents about their financial situation.
- Negotiating and setting up payment plans
- A high standard of written and verbal communication skills
- Attention to detail and accuracy and a desire to produce work of the highest standard.
- reconciliation of accounts and ledger
- ability to prioritise tasks
- Excellent computer skills – intermediate stage in Excel and Word
- Well organised, proactive and efficient
- Empathy for those with financial problems
- Work professionally and cooperatively with colleagues and contribute to a team environment
- Ability to handle challenging conversations and demonstrate conflict management skills
- Experience in handling confidential information
- Have an understanding and empathy with the ethos and mission of the Roman Catholic Church

Key relationships:

- ACFL Revenue Manager
- ACFL Manager
- School parents
- School administrators
- Finance team
- Catholic Education Services Team

This role offers flexible working conditions for the right candidate